

Section VI
2015 Department on Aging
Program/Service Guidelines

Service Delivery Guidelines

Applicants for Department on Aging funding to provide **Community Outreach and Access Services to Southeast Asian American Elderly: Translation and Interpretation Services** during 2015 must comply with and incorporate the following guidelines.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the indicated section(s) of Exhibit I, Description of Proposed Programs and Services.

1. Program Activities

- a. Applicants must clearly describe their proposed programs, services, and activities, including days and hours of operation, the number of persons to be served, the facilities in which these programs, services, and activities will be provided, and the specific population(s) of Southeast Asian American elderly to be served (i.e., Hmong-American, Lao-American, Vietnamese-American, Cambodian-American, Filipino-American, etc.)
(Include in Section 2.0 of Exhibit I)

- b. Applicants must clearly describe how their proposed programs, services and activities will assist Milwaukee County's Southeast Asian American older adults with the greatest economic and social need, as defined by the Older Americans Act of 1965, As Amended. The Act defines these terms as follows:

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and budget."

"The term 'greatest social need' means the need caused by such non-economic factors as physical and mental disabilities, language barriers, and cultural, social, or geographical isolation including that caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently."
(Include in Section 2.0, 2 E. of Exhibit I)

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- c. Applicants must describe how they will publicize the availability of translation and interpretation services to Southeast Asian American elders in Milwaukee County and assist such persons in accessing these services.
(Include in Section 2.0, 8 B. of Exhibit I)
 - d. Applicants must include in their proposal an action plan designed to address the needs of the Hmong elders and identify in the action plan resources and services that will be in place for assisting this population.
 - e. Applicants must demonstrate knowledge of information and assistance programs and emergency services likely to be needed by Southeast Asian American elders.
 - f. Applicants must provide a copy of a written plan providing for the safety of program participants in the event of a fire, natural disaster, or other life-threatening situation. **(Attach as Appendix 8 to Exhibit I)**
 - g. The provider of this service must be willing to coordinate their activities with those of other agencies and groups providing services to Milwaukee County older adults.
 - h. Applicants must be willing to perform other activities that may be mutually agreed upon and included in a Department on Aging contract.
 - i. Applicants are encouraged, with the consent of clients or client's representatives, to bring to the attention of appropriate officials conditions that place clients in danger.
 - j. Applicants must clearly describe their contingency plan for maintaining the provision of services to older adults through this program in the event of emergency. **(Attach as Appendix 11 to Exhibit I)**
2. Required Programs, Services and Facilities
- a. The provider of this service must employ at least one full-time direct service worker to provide the following activities and services:

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1. Acting as an interpreter and advocate for non-English speaking Southeast Asian American elders for routine health care, special services such as simple legal matters, SSI and INS issues and in accessing programs and services available to older adults.
 2. Conducting outreach activities to identify culturally or physically isolated Southeast Asian American older adults having the greatest economic or social need, referring such persons to appropriate services provided through the Department on Aging and other public and private agencies, and assisting such persons in taking advantage of benefits under programs for which they are eligible.
 3. Cooperating with and assisting the Department on Aging's Information and Assistance Unit in its efforts to serve elderly members of Milwaukee County's Southeast Asian communities.
 4. Assisting the Department on Aging and other agencies in gathering information regarding the overall needs of Milwaukee County's Southeast Asian American elders or specific communities of Southeast Asian American elders.
 5. Cooperating with the Department on Aging and other agencies serving the elderly in receiving ongoing training in the programs and services available to older adults, including the eligibility and access requirements for these programs and services.
- b. The provider of this service must make available suitable facilities in which to provide their proposed programs and services, including the ability to secure all necessary licenses. All facilities housing programs funded under a Department on Aging contract must meet all state and local fire, health, building, and safety codes and be regularly inspected by officials authorized to enforce those codes.
- c. The provider of this service must make all necessary administrative support available to the program staff, including adequate office space and equipment, telephone service, clerical, and accounting support.

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- d. The provider must maintain accurate monthly records of all programs and services provided to older adults under a Department on Aging contract. These records must include the number of persons served by each program or service and the dates on which such services were provided.
- e. Applicants must describe how they intend to secure funds in addition to those provided by the Department on Aging to support the service to be provided.

(Attach as Appendix 10 to Exhibit I)

3. Operations and Maintenance of Facilities

- a. The provider must make sure that the facility is in full compliance with the American Disability Act, that there are no physical or social barriers that would impede frail and disabled seniors from accessing and participating in programs.
- d. The provider must at all times maintain the facility in a condition that meets all state and local fire, health, building, and safety codes, and arrange for the center to be regularly inspected by officials authorized to enforce these codes, including the posting of the emergency evacuation plan for each center in an area where it can be easily seen by staff and members.
- c. Applicants must clearly demonstrate the ability to comply with these requirements before a contract will be executed.

4. Program Goals and Objectives

Applicants must specify measurable program goals and objectives and the methods and time frame to achieve these objectives. The objectives should relate to the proposed programs and services. The methods should specify the operational or quantitative steps to accomplish the objectives and measure the outcomes. The time frame should indicate when the goals and objectives would be completed. **(Include in Section 2.0, 2 f. of Exhibit I)**

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5. Program Outcome

The provider will be required to implement and measure outcomes in 2015. The outcomes and appropriate outcome measures must be stated within the proposal.

The 2015 outcomes for this program are for 85% or more of Southeast Asian American elders surveyed to rate (1) outreach and advocacy efforts, (2) translation and interpretation services, and (3) transportation services under this contract at a score of four or better on a five point scale. The outcome is to be measured through an annual survey conducted in June. The provider is responsible for distributing the survey as well as collecting and reporting survey data to MCDA contract staff by July 1, 2015.

6. Unacceptable Program Activities

- a. Activities that violate the terms of a Department on Aging contract or these Program/Service Guidelines.
- b. Activities unrelated to serving older adult participants
- c. Activities or policies that inhibit any eligible resident of Milwaukee County and/or any Milwaukee County resident of Southeast Asian heritage from using the services described herein.

7. Initiation of and Termination of Services

- a. Services will be initiated upon the request of an eligible Milwaukee County older adult or of an agency that serves older adults.
- b. Services will be terminated when it is determined that the service is no longer needed.

8. Eligible Clients

- a. Clients must be 60 years of age or older and live within Milwaukee County.
- b. Priority must be given to low income or frail Southeast Asian American older adults having the greatest economic or social need as defined by the Older Americans Act.

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9. Locating Eligible Clients

Applicants must clearly describe how they will identify eligible clients for this program. **(Include in Section 2.0, 2. A of Exhibit I)**

10. Follow up of Client Referrals

- a. Applicants must clearly describe **(Include in Section 2.0, 8. A. of Exhibit I)** how they will follow-up on clients referred for services to other programs to determine:
 - 1. Whether the service was performed to the client's satisfaction.
 - 2. Whether the client requires other services that may be available in the community or through the Department on Aging.
- b. All follow up activities must be documented in the agency's referral log or other suitable record.

11. Program Personnel, Training and Equipment

- a. Applicants must submit job descriptions for all personnel wholly or partially employed in their proposed program. These descriptions must include: job title; duties to be performed; number of hours to be worked each week, amount of annual salary; form of compensation (hourly, salary, etc.), and source of compensation. **(Include in Appendix I to Exhibit I)**
- b. In selecting personnel to provide direct service under this program, the provider will give preference to persons with academic training in social work, gerontology, psychology or other discipline relevant to the provision of human services. The applicant will also give preference to relevant professional or volunteer experience, including the provision of human services or other direct services to older adults.
- c. Recognition will be given to applicants who employ Southeast Asian American older adults, aged 45 or older, in the provision or administration of services.

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- d. Applicants must clearly describe how personnel who will provide services to Southeast Asian American elderly will receive specialized training in the needs of Asian-American older adults. **(Include in Section 2.0, 3 C. of Exhibit I)**
- e. As part of on-going training, all personnel employed in this program must participate in regular staff meetings to keep informed of overall program activities and developments.
- f. Personnel paid wholly or in part under a Department on Aging contract must spend a percentage of their time on contract related activities equal to the percentage of their compensation paid with Department on Aging funds.

12. Program Organization and Administration

- a. **In Appendix 10 of Exhibit I**, applicants must clearly identify the individual(s) within the program and/or agency who will be:
 - 1. Responsible for overall administration of the program.
 - 2. Authorized to sign required reports and other documents.
 - 3. Authorized to receive checks for the program.
 - 4. Responsible for fiscal and budgetary matters.
 - 5. Responsible for handling client complaints.
- b. Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:
 - (1) General liability,
 - (2) Automobile liability,
 - (3) Worker's compensation, including a waiver of subrogation;
 - (4) Employee dishonesty; and
 - (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.

The provider of this service must maintain property and theft insurance in amounts deemed satisfactory by the Department on Aging on all equipment purchased with funds granted by Milwaukee County. **(Include in Section 2.0, 6 B. of Exhibit I)**

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- c. The provider of this service must maintain written records listing all expenditures and all activities funded each month under a Department on Aging contract. The records shall indicate the nature and amount of all expenditures and the nature, frequency and approximate number of persons served by each activity.

13. Contributions

The provider of this service must advise clients of the opportunity to make voluntary contributions toward the cost of the services they receive in accordance with Department on Aging policies. **(Attach as Appendix 7 to Exhibit I)**

14. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

15. Billing and Reporting

Using forms provided by the Department on Aging, the provider must submit to the Department by the fifth working day of each month reports indicating the previous month's expenditures and the services provided under this program.

16. Coordination with the Neighborhood Services Project and Senior Center Director's Round Table

Applicant agrees to coordinate their program activities with the Department on Aging Neighborhood Services Project and to designate staff person(s) who will participate in the Neighborhood Services Project. Applicant must participate in Senior Center Director's round Table meetings in order to learn about beneficial information and to collaborate and share with other senior centers countywide.

17. Shared Facilities

If the applicant intends to share its facility with other age groups, it may use Department on Aging funds to support only:

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- a. that part of the facility used by eligible older persons; or
- c. a proportionate share of the cost based on the extent of use of the facility by eligible older persons.

***The contract in this program will be awarded for the period January 1, 2015 to December 31, 2015. At the option of the Department on Aging, and with the agreement of the provider, this contract may be extended annually for each of the two succeeding calendar years without Request for Proposal. This extension will be contingent on satisfactory performance by the Provider and the inclusions of sufficient funding for the extension in the Adopted County Budget for each of the succeeding years.**